

Quick Reference Sheet – Storm 2006

1. **If home is uninhabitable, please do not stay in your home.**
2. **Call your insurance company, primarily, to confirm your coverage.**
3. **For general information, call 211 or City's website: www.elpasotexas.gov (Click on "Storm 2006")**
4. **All Other Emergency Issues:**

Supplies for Clean-up

Contact – Red Cross 592-0208

Emergency / Shelter Housing

Contact for most updated shelter information– Red Cross 592-0208

Property Clean up

Clean-up: Cleaning teams are available through the Salvation Army. Staff will assess need on a case-by-case basis. Contact – 544-9811

Pumping water out of property: Please be advised that the City or other government entities are not authorized to go into private property (i.e. homes, businesses) to pump water out of a building. The City is only responsible for public rights of way and structures. Non-Governmental or Private organizations are able to perform this service for private property. For helpful tips in selecting a contractor for this service, contact the Better Business Bureau – 577-0191.

Debris Removal: The City will be providing debris removal service for residential areas only. The following procedures must be followed:

- Property owners must contact Environmental Services at 621-6700 between 7:30 a.m. and 4:30 p.m., Monday – Friday.
- Property owners must place all damage related debris at their curbside
- Environmental Services will handle free collection of the debris within the City.
- Requests for debris removal must be received by Environmental Services no later than 4:30 p.m. on August 21, 2006. This date may be extended should additional rain events occur.

Property Damage

Citizens were asked to report private and public property damages to the 541-4558 call center. This information assisted greatly in compiling reported damages that have been shared with FEMA, Red Cross and the Salvation Army. Citizens that have called in and have their properties listed in this database can be assured that the appropriate agencies received the information. It is not necessary to call in again. The call center will have ceased operations on Friday, August 11, 2006.

Operation AYUDA

In an effort to create a collaborative operation for assisting those individuals in the City and County who were affected by the recent storms and flooding, the City of El Paso, along with the Salvation Army, Red Cross and Housing Authority of the City of El Paso have begun **Operation AYUDA**. This new effort, which will be spearheaded by the Salvation Army, will work to provide residents with much needed assistance to help them get back on their feet.

Centralized Service and Intake Center

The first element within **Operation AYUDA** is the formation of a centralized service and intake center that will be housed in the Rio Grande Room at the Judson F. Williams Convention Center. This service center, which will be open for at least 30 days, will have case intake personnel from the Salvation Army, Red Cross and Housing Authority. Residents who have been affected by the storm will be able to go to the centralized service and intake center to begin the interview process where their needs will be evaluated with regards to housing, clean up, financial and other community services. The U.S. Postal Service will also be on hand to assist residents. The hours of the new centralized intake center will be from 10:00 a.m. – 7:00 p.m. M - F. Parking will be free at the Convention Center Parking Garage for this purpose. Individuals who are not able to make it to the center due to special circumstances, transportation issues, are disabled, elderly, housebound, etc. are asked to call **541-3720 or 541-3721**.

Donation and Volunteer Information:

Salvation Army

- Monetary donations: Please send it to: Salvation Army, P.O. Box 10756, El Paso, Texas 79905
**** please identify the donation on your check as “Storm 2006”**
- To volunteer to help with client intake or major clean up, call 472-3720. This number may also be used for material donations.
- Donations Drop-Off sites:
2111 Wyoming, 9:00 a.m. – 5:00 p.m. Monday thru Saturday (non-palletized material goods)
301 Concepcion, 9:00 a.m. – 5:00 p.m. Monday thru Friday (ONLY PALLETIZED GOODS)

Red Cross:

- Donations can be made by calling the national Red Cross number at 1-800-HELP NOW (435-7669), making the donation on-line at www.redcross.org or sending in a check to the local chapter at: Red Cross, P.O. Box 972236, El Paso, Texas, 79997-2236.
**** please identify when making your donation that the funds are to go to: DR531-07. This will ensure your donation will go to the local Flood Aid effort.**
- Cash donations are accepted at the Red Cross offices (3620 Admiral). No in-kind cash donations.
- For Red Cross service information: www.texasnewmexicofloods.org or call 1-866-GET INFO (438-4636).
- Volunteers: Report to the Red Cross Operations Headquarters (1885 McNutt Rd in Sunland Park, New Mexico.)

Basic Needs

For basic needs, such as food, clothing, personal hygiene and other supplies – Contact Red Cross (592-0208) or Salvation Army (544-9811).